Voice Templates

Last Modified on 12/21/2018 3:57 am EST

Summary

Every *Voice template* stored within Patient Communicator is found by going to **Settings > Message Settings > Voice Templates**. You can make permanent changes to templates or create new templates from this location.

> Remember that some file folders contain templates for specific notifications such as Confirmations, Reminders, Recall, etc.

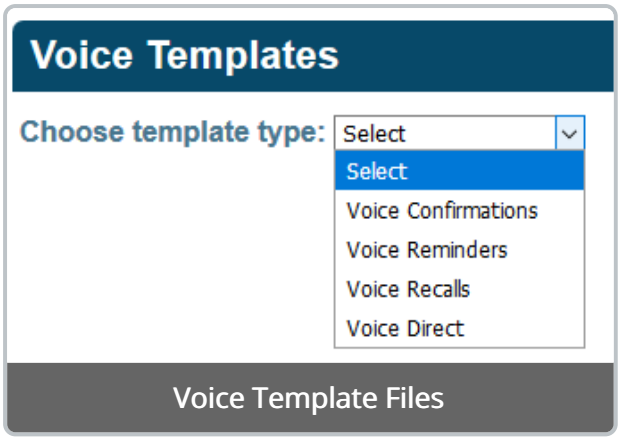
Creating a new template to use in a notification must be done in the file folder for that notification. Some templates are only found in Communication Center and are sorted into the file folder called *Direct*.

Voice calls to the patient's home phone are made with computer generated voices. There are 6 voices to choose from. Use the voices called Alice or Conchita to deliver a voice message in Spanish.

> Voice selection must be enabled within the notification settings. Any voice setting made within these template files is for the purpose of testing the notification ONLY.

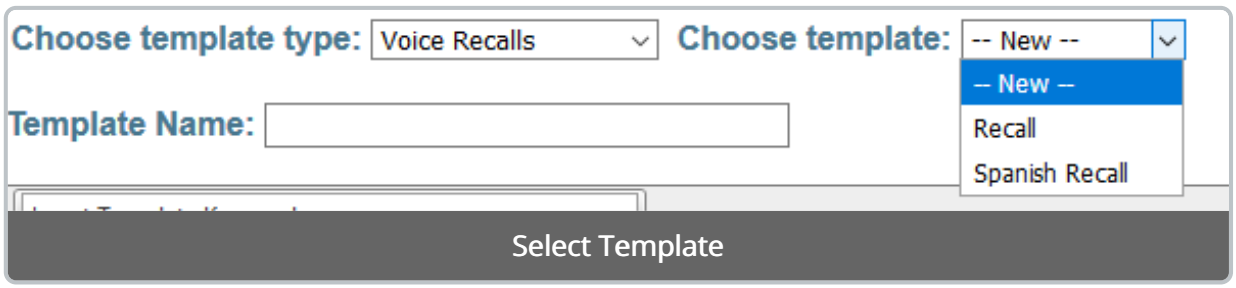
View & Select Template

Click **Select** to view file folder where the templates are stored. The folders are sorted by type.



Voice Template Files

Once a *Message Type* file is chosen, you may click --**New**-- to find an existing template or create a new template within that Message Type file. Select a template to load for editing.



Select Template

Edit Template

> **Note:** When making a permanent edit to an existing template, Patient Communicator recommends creating a duplicate of the template allowing the original to be kept for future use.

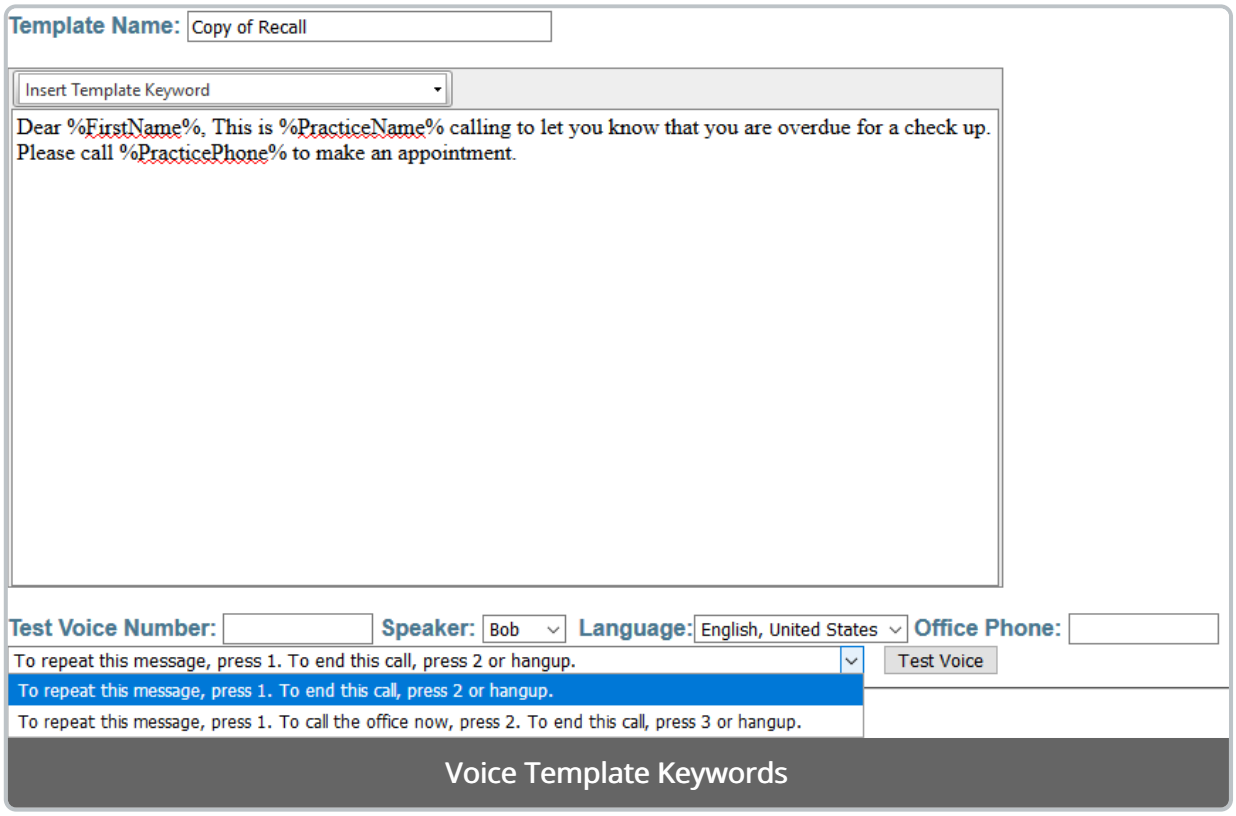
After clicking **Duplicate**, you will see the word Copy in the Template Name.

Duplicated Voice Template

Rename your template and enter an appropriate *Email Subject*.

Patient Communicator uses Keywords within your templates. Keywords are recognized by the *%* before and after the keyword. When used, the keyword will be

automatically filled when the message is sent. You may insert keywords from the editor found on the screen. Just click **Insert Template Keyword**.



Voice Template Keywords

Test Voice Message

Once your message has been edited, you may perform a test to hear what the message delivered to your patient's will sound like.

Enter the *Test Voice Number* (where to deliver the test), choose a language and speaker, and choice of post message options for your patient.

Click **Test Voice**.

> Any template used within a notification may be edited and tested directly within the *Edit Template* screen within the notification.